



lacounty.gov

Gloria Molina  
Mark Ridley-Thomas  
Zev Yaroslavsky  
Don Knabe  
Michael D. Antonovich

## County of Los Angeles COMMUNITY AND SENIOR SERVICES

3175 West Sixth Street • Los Angeles, CA 90020  
Tel: 213-738-2600 • Fax 213-487-0379

*Enriching Lives Through Effective And Caring Service*



css.lacounty.gov

Cynthia D. Banks  
Director  
Otto Solórzano  
Chief Deputy

June 10, 2014

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

**ADOPTED**

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

23 June 10, 2014

*Sachi A. Hamai*  
SACHI A. HAMAI  
EXECUTIVE OFFICER

### **DELEGATE AUTHORITY TO EXECUTE LONG-TERM CARE OMBUDSMAN (LTCO) PROGRAM CONTRACT AND CONTRACT AMENDMENTS WITH WISE & HEALTHY AGING (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

#### **SUBJECT**

Community and Senior Services (CSS) seeks delegated authority to: 1) execute a contract with WISE & Healthy Aging and allocate Older Americans Act (OAA) and Older Californians Act (OCA) grant funding each year for a four (4) year contract term of July 1, 2014 through June 30, 2018, as a result of a Long-Term Care Ombudsman (LTCO) Program Invitation for Bids (IFB); 2) execute contract amendments within the contract term to increase or decrease contract amounts; and 3) execute Cost of Living Adjustments (COLA) to contract agency consistent with the County's established policy and contract language. The LTCO primary goal is to use volunteers and volunteer programs to assist and promote policies and practices needed to protect and improve the quality of care and life of the Clients (60 and older) who reside in long-term care facilities located in Los Angeles County (excluding the City of Los Angeles).

#### **IT IS RECOMMENDED THAT THE BOARD:**

1. Delegate authority to the Director of CSS, or designee, to execute a contract with WISE & Healthy Aging in the amount of \$753,300 per year for the provision of Long-Term Care Ombudsman (LTCO) Program services for a four (4) year contract term, effective July 1, 2014 through June 30, 2018, after County Counsel (Counsel) approval of the contract as to form. Overall funding for the agency is subject to the availability of funds each fiscal year and the agency's performance in meeting the goals of the LTCO in the County.
2. Authorize the Director of CSS, or designee, to: (a) execute contract amendments as needed

throughout the contract term, effective July 1, 2014 through June 30, 2018, to add, when necessary, any newly relevant or updated County, state or federal contract language or contract terms; and (b) to increase or decrease the contract amount in response to the availability of any funding received, and based on contractor performance provided that: (i) any increase does not exceed 10% of the total maximum contract sum, and the total allocation does not exceed funding availability, (ii) approval of Counsel as to form is obtained prior to any such amendment, and (iii) the Director of CSS, or designee, confirms in writing to the Board and the CEO within 30 days after such amendments have been executed.

3. Authorize the Director of CSS, or designee, to approve and execute COLA increases to the contracted agency at the Director's discretion consistent with the County's established policy and contract language.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The recommended actions will enable CSS to continue administration of the LTCO for the contract term beginning July 1, 2014 through June 30, 2018. CSS has already been granted delegated authority to accept additional funds when made available by the State. LTCO conducts investigations and resolves complaints made by, or on behalf of Clients that relate to action/inaction or decisions adversely affecting the health, safety, welfare or rights of seniors within long-term care facilities. A primary goal is to use volunteers and volunteer programs to assist and promote policies and practices needed to protect and improve the quality of care and life of the Clients.

#### **Performance Measures**

The success of the LTCO will be determined based on performance measures which align with the Federal and State-mandated requirements.

### **Implementation of Strategic Plan Goals**

The recommended actions support the Countywide Strategic Plan Goals: Goal 1: Operational Effectiveness; Goal 2: Fiscal Sustainability; and Goal 3: Integrated Services Delivery.

### **FISCAL IMPACT/FINANCING**

The LTCO is fully financed with Older Americans Act (OAA) Titles III-B (Ombudsman Services), OAA Title VII A, OAA Title VII B, Older Californians Act (OCA) Special Deposit Fund – State Health Facilities Citation Penalties Account (hereinafter Special Deposit Fund or "SDF"), OCA Skilled Nursing Facility Quality and Accountability Fund (hereinafter SNF Quality and Accountability) received from the California Department of Aging (CDA) annually.

Funding for the LTCO in FY 2013-14 was \$753,300. Exact funding from the CDA for FY 2014-15 is not yet known. An estimate has been included in CSS' FY 2014-15 Proposed Budget and will be included for each of the subsequent three (3) years. There is no Net-County Cost (NCC) impact.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The current LTCO contract is due to expire on June 30, 2014. In February 2014, CSS released a LTCO IFB to solicit bids from qualified agencies to provide LTCO services for a four (4) year contract period, from July 1, 2014 through June 30, 2018, contingent upon the availability of funds and

contractor performance.

### **CONTRACTING PROCESS**

On February 27, 2014, CSS released an IFB to solicit bids from qualified agencies to provide LTCO services to adults aged 60 and older. CSS sent over 500 letters of interest from a compiled address list to potential bidders in all supervisorial districts, including the Los Angeles County Commission for Older Adults (LACCOA) members and current Area Agency on Aging (AAA)-funded agencies. The IFB was advertised in greater Los Angeles County newspapers such as the Los Angeles Times, Hoy, Daily News, San Gabriel Valley Tribune, Long Beach Press Telegram, Antelope Valley Press, Los Angeles Sentinel, and Daily Breeze. The IFB and all related documents were also posted and available on the CSS, Internal Services Department (ISD) and County Office of Small Business (OSB) websites.

In response to the IFB, one agency submitted a bid to provide LTCO services. WISE & Healthy Aging is being recommended for funding having met the IFB minimum requirements, and has agreed to cover all existing service areas and/or expand services into new areas throughout the County.

WISE & Healthy Aging is in compliance with all Board and CEO requirements.

#### **Monitoring**

Monitoring of the LTCO will be conducted on an annual basis and will include administrative and programmatic monitoring to ensure contract compliance. Program monitoring is accomplished through the CSS Contract Compliance Division (CCD). Fiscal compliance monitoring will be conducted annually by an approved vendor procured through the Auditor-Controller.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

The recommended actions will assure the continuation of critical LTCO services to adults age 60 and older residing in long-term care facilities located in Los Angeles County, excluding the City of Los Angeles.

### **CONCLUSION**

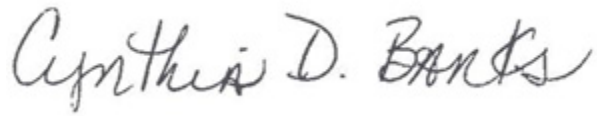
Upon Board approval, please provide a copy of the adopted Board letter to Ms. Wanda Ulloa, CSS, 3175 West Sixth Street, Room 403, Los Angeles, CA 90020 or via e-mail: wulloa@css.lacounty.gov. Ms. Ulloa may be reached by telephone at (213) 738-2656.

The Honorable Board of Supervisors

6/10/2014

Page 4

Respectfully submitted,

A handwritten signature in dark ink, reading "Cynthia D. Banks". The signature is written in a cursive, flowing style.

CYNTHIA D. BANKS

Director

CDB:OS:PG:SIR:

WU

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors